

WILL SANSBURY

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Cumming, GA 30040

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EDUCATION & TRAINING

MASTER OF SCIENCE 2009 (in progress)
Information Design and Communication
Southern Polytechnic State University

BACHELOR OF ARTS 2002
English literature and Communications
Augusta State University

CERTIFIED SCRUMMASTER 2008
Agile Alliance

AUTHOR-IT CERTIFIED CONSULTANT 2008
Author-it Software Corporation

INTERACTION DESIGN PRACTICUM 2006
Cooper U

COMPETENCIES

TECHNOLOGIES

HTML	CSS	JavaScript
VBScript	Classic ASP	PHP

SOFTWARE

Photoshop	Illustrator	Flash
Fireworks	Dreamweaver	Acrobat Pro
RoboHelp	FrameMaker	Microsoft Office
MadCap Flare	Author-it	Camtasia Studio
Morae	Axure RP	

OTHER SKILLS

Photography	Video editing	Sound recording
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EXPERIENCE

IPSWITCH, INC. Augusta, GA, and Alpharetta, GA
Senior Information Developer and ScrumMaster February 2007 – present
Information Developer December 2003 – February 2007

- Design, prototype, test, and document user interfaces of Windows and Web-based software
- Produce end-user and marketing collateral for WS_FTP and WhatsUp product lines, including user guides, help systems, Web site copy, and video tutorials
- Improved quality of documentation by developing document templates and Ipswitch style guide
- Conduct heuristic usability reviews and usability tests of new user interfaces
- Serve two Scrum teams as ScrumMaster

POWERSERVE INTERNATIONAL Augusta, GA
Web Designer July 2001 – December 2003

- Managed Web development projects from sales to customer acceptance
- Worked with customers to clarify and define requirements, then devised and executed a project plan
- Provided technical and customer support for over eighty customers
- Wrote monthly column about business and Web technology for local business magazine

MENTAL SOUP, LLC Augusta, GA
Partner/Web Developer August 1999 – July 2001

- Worked with a team to design, develop, and maintain Web sites for corporate customers
- Designed and managed proprietary software applications including a content management system and an e-commerce engine
- Performed marketing, human resources, and customer support functions

METROQUEST Augusta, GA
Web Design Manager June 1997 – August 1999

- Led a department of five to develop Web sites for customers
- Assessed customer requirements, designed solutions, and managed team during completion of the project
- Delivered projects within schedule and budget constraints

GLOBALNET INTERNATIONAL Augusta, GA
Web Production Artist January 1997 – April 1997

- Produced working Web sites from mockups provided by designers
- Created workflow process to manage development process of multiple concurrent projects